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PATENT

IBM/201

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Joseph Philip Bigus et al.
Serial No.: FILED HEREWITH
Filed: October 30, 2001
For: PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING
INTELLIGENT AGENTS

PRELIMINARY AMENDMENT

BOX PATENT APPLICATION
Assistant Commissioner for Patents
Washington, DC 20231

Sir:

Please amend the above-identified patent application as follows:

Amendments

In the Claims

Please cancel claims 34-56, 58-75, 77-92 and 94-104 without prejudice.

Remarks

The above-identified claim amendments are being made prior to calculation of the filing fees for the above-identified patent application. Applicants hereby reserve the right to add the cancelled claims in this or a future co-pending application. The claims currently pending after the above amendment are now claims 1-33, 57, 76 and 93.

No new matter is being added by these amendments. Consideration and approval of the amendments is therefore respectfully requested.

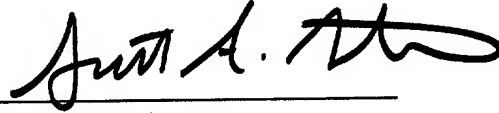
If there are any questions regarding the foregoing, the Examiner may contact the undersigned at (513) 241-2324.

If any other charges or credits are necessary to complete this communication, please apply them to Deposit Account 23-3000.

30 OCT 2001

Date

Respectfully submitted,



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